

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	Effective Date: 03/01/2007
SUBJECT: Grievance System	SECTION: GS 1.3

SUBTITLE: Claim Dispute Process Oversight

POLICY:

It is the policy of CRSA to provide monitoring and oversight of processes to ensure that CRS Regional Contractors are in compliance with the CRS Claims Dispute Process and ensure that CRS Regional Contractors are reprocessing and paying claims that are reversed through the claim dispute process within ten business days of the date the decision is reversed.

PROCEDURE:

- 1) Review:
 - a) CRSA shall review the CRS Regional Contractor's policies and procedures for the Claims Dispute Process annually or as submitted to CRSA to verify the CRS Contracted Provider's policies and procedures have provisions that are in compliance with the CRS Claims Dispute process requirements, including timelines, documentation, and notifications.
 - b) CRSA shall review and analyze the CRS Regional Contractors' Claims Dispute logs submitted by the 15th day of every month for the month occurring two months before to ensure that the disputes are being processed in a timely manner and that the reasons for disputes are being tracked.
 - i. Import Disputes Log information into Database
 - ii. Run Reports by Site (Timeframe categories, Trends by Provider, Trends by Claims Dispute reason)
 - iii. Review and analyze Timeframe categories report for complete information and percent compliance within timeline requirements for the following:
 - (1) Acknowledgement letter sent - 5 days of receipt of claim
 - (2) Notice of Decision letter sent – 30 days of receipt of claims dispute
 - (3) Overturned Disputes Reprocessed – 10 days of decision
 - iv. Review & analyze Trends by Provider Report and Trends by Claims Dispute Reason Report for potential fraud/abuse, inappropriate denials & negative trends

- v. Notify Compliance Officer of any potential fraud/abuse identified immediately. Compliance officer will track, trend and report the potential fraud/abuse. See CRSA Policy GA 1.9 for additional information on the procedures for tracking, trending and reporting of fraud and abuse.
 - vi. Send letter to CRS contractors acknowledging receipt of log, results of analysis, identification of correct process including corrective action required (if necessary).
 - c) CRSA shall request the CRS Regional Contractors to provide an appropriate sample (as defined by the CRS Research Analyst) of claim dispute and requested hearing files for review during the annual CRSA Administrative Review.
 - d) CRSA shall review and analyze the claims dispute and request for hearing files quarterly and at annual CRSA Administrative Review to ensure that all components of the files are complete and the Claims dispute processing requirements are met. Analysis shall include comparing the files requested for review to the established standards and to the information submitted on the Claims Dispute logs.
- 2) Follow-up:
- a) CRSA shall request that the CRS Regional Contractor submit 100% of claim dispute files if non-compliance is identified. CRSA shall request this submission be by the 15th day of the month for the month occurring two months prior. For example, January 15, 2007 shall include all claim dispute files occurring in the month of November 2006. CRSA shall request this reporting until it is determined the CRS Regional Contractor is meeting full compliance.
 - b) If, during its quarterly log review, CRSA finds any disputes listed on the CRS Regional Contractors' logs with untimely response dates or missing information, CRSA shall take appropriate action steps depending on the type and number of issues. Based on any trends identified in the review of the Contractors' logs, CRSA shall take steps to educate the Contractors' on the correct process.
 - c) Findings from the audit of the claims dispute and hearing files shall be included in the CRSA Administrative Review report.

Approved:  _____ CRSA Administrator	Date: _____ 2/23/07
The Primary Position of Responsibility for this policy is the Office for Children With Special Health Care Needs Users are encouraged to suggest improvements regarding this policy and procedure.	